



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
P.O. Box 45010, Olympia, Washington 98504-5010

March 9, 2010

Dear ProviderOne Stakeholder:

I am pleased to announce that the Department of Social and Health Services (The Department) will implement its new provider payment system named ProviderOne on May 9, 2010.

May 9, 2010 is Firm Implementation Date

The ProviderOne system has gone through rigorous testing and will be fully ready to implement on May 9, 2010. (*Enclosed are Key Dates for Cut-Over*). The system vendor and Department staff have been trained and rehearsed the cutover activities necessary for the transition. And, provider organizations will have had an unprecedented 5-month opportunity to test, practice, and verify transactions in a simulated ProviderOne environment.

We Have a Plan

ProviderOne – like any new computer system – will have a learning curve. And, you should expect that at go live we will discover some inconveniences or bugs that we will need to work through. We have a plan to triage any situation that may arise.

If you have contact with provider organizations, you should be aware of three key resources for providers:

- **ProviderOne Help Desk**

A live ProviderOne Help Desk is available to answer questions and assist with readiness activities. You can direct providers to **1-800-562-3022** select option **2**, then **4**; or email providerone@dshs.wa.gov

- **E-mail Updates**

Please encourage providers to sign up for our email updates to stay informed as we approach go live: http://listserv.wa.gov/archives/providerone_provider_readiness.html

- **Provider Readiness Website**

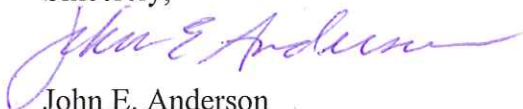
A provider readiness website is frequently updated with information for providers to prepare for ProviderOne. This will be a good first resource for providers at go live for troubleshooting and up-to-date information.

<http://hrsa.dshs.wa.gov/providerone/providers.htm>

Thank You!

The ProviderOne project has received tremendous support along the way. I know that changing to a new system requires a considerable amount of effort by everyone involved. Your commitment and concern will help us reach our goal of maintaining continuity in services to clients and payments to providers as we implement ProviderOne. Thank you!

Sincerely;

A handwritten signature in purple ink, appearing to read "John E. Anderson", with a stylized, flowing script.

John E. Anderson

ProviderOne Project Manager

March 2010

Key Dates for Cutover and Transition

Phase 1 implementation

The following chart shows the approximate lead time for important milestones before ProviderOne goes live on May 9, 2010

We encourage all providers to eliminate any claim or adjustment backlog now as we prepare to implement ProviderOne. Bill DSHS as close as possible to the date of service. This will help DSHS and provider organizations because ProviderOne uses new client and provider identifiers.

April 9, 2010	➤ Last adjustments accepted for processing in legacy MMIS (paper, electronic, or HIPAA batch). Last pharmacy adjustments accepted. Providers should hold adjustments after this date for submission to ProviderOne after go-live. Adjustments submitted to ProviderOne need to comply with the ProviderOne Billing and Resource Guide .
April 16, 2010	➤ Last paper claims accepted for processing in the legacy system. Providers should hold any paper claims after this date for submission to ProviderOne after go-live. Claims submitted to ProviderOne must comply with the DSHS ProviderOne Billing and Resource Guide .
April 23, 2010	<ul style="list-style-type: none"> ➤ Last electronic claim accepted for legacy system processing (WAMedWeb or HIPAA batch file submission to ACS EDI Gateway). WAMedWeb available for client eligibility inquiries. ➤ DSHS will enter and close the last paper batch files. ➤ Final adjudication cycle in legacy MMIS. Any remaining suspended claims will be denied. Providers can modify and re-submit these claims to ProviderOne at Go Live. ➤ Final day to access ProviderOne for security and registration updates. The Provider Registration environment will be unavailable until Go Live. Providers are highly encouraged to submit any updates or changes now.
April 28, 2010	➤ Final legacy MMIS payment cycle.*
10 p.m., May 8, 2010	➤ Pharmacy Point-of-Sale freeze.
12 a.m., May 9, 2010	➤ Last client eligibility inquiries in the legacy MMIS system.
May 9, 2010	➤ Begin submitting new HIPAA electronic batch files to ProviderOne under the new Companion Guide. Providers begin using Direct Data Entry (DDE) features of ProviderOne including claim submission and client benefit (eligibility) inquiries. Submit paper claims complying with the DSHS ProviderOne Billing and Resource Guide .
May 12, 2010	➤ First ProviderOne payment cycle.*

New Client ID Requirements

Download a "client crosswalk" file of current legacy Personal Identification Code (PIC) to new ProviderOne client IDs your organization has billed us for in the last two years. The client crosswalk will be **refreshed monthly** to include new clients.

- Fact Sheet http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/P1PR010_Client_Identifier.pdf
- Client ID "crosswalk" <https://fortress.wa.gov/dshs/npicaphrsa>

New Taxonomy Requirements

Taxonomy identifies a provider's type and area of specialization for the services being billed. It is required on claims submitted in ProviderOne regardless of when the service was performed (claims missing taxonomy will deny). You can view and change taxonomies associated to your organization in Provider Registration or using the taxonomy tool on the web. The taxonomy web tool will be **updated monthly** with any changes you make in ProviderOne Registration.

- Fact Sheet <http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/P1PR009%20taxonomy.pdf>
- Web tool <https://fortress.wa.gov/dshs/npicaphrsa>

*There are 10 business days or 14 calendar days between the last legacy MMIS payment cycle and the first ProviderOne payment cycle. This schedule is available electronically at <http://hrsa.dshs.wa.gov/ProviderOne/documentation/Cutoverdates.doc>